

7.0 Further Design.....	23
7.1 DFD Level 1.....	23
7.1.1 Fill Order.....	23
7.1.2 Check Stock details.....	26
7.1.3 Manage Accounts Receivable	28
7.1.4 Issue Message	30
8.0 Interface Design	32
9.0 Testing and Maintenance	37
9.1 Testing Method.....	37
9.0 References	45

Preview from Notesale.co.uk
Page 2 of 45

The objectives of our project towards Tip Top bakery is to create an efficient database for the bakery to manage the data in organize ways. Not only that, it is also to satisfy customers' needs where the customers don't have to waste their time ordering at the bakery when they can order it online. Next is to prevent human errors among the employees. Lastly, to reduce time and costs for the managers and employees.

Preview from Notesale.co.uk
Page 4 of 45

2.1 Scope

This is some scopes that the owner of the bakery which is Tamara would like to manage to include:

1. Monitor the stock level of the bakery.
2. Manage sales, both in store and online.
3. Manage the online orders.
4. Set up customer activity include loyalty and reward scheme.
5. Plan and Manage deliveries as efficiently as possible.

Preview from Notesale.co.uk
Page 7 of 45

5.0 System Analysis

5.1 Fact Finding Techniques

Interview:

The interview is the widely used (election method. It is a face-to-face interaction between interviewee and interviewer. If handled carefully, it can be a powerful technique in having accurate information of the interviewee otherwise unavailable. At the same time, if the interview is not handled carefully, it can be a source of bias, restricting or distorting the flow of communication (yourarticlelibrary.com, Chan, S). The interview must be conducted with interviewer preparing a set of questions for the interviewee and it is up to the interviewee itself if he/she choose to answer or to not answer the questions.

The interview itself also has pros and cons. One of the advantage doing interview is that, it will help the interviewee to understand the clarification of the job scope, about the company, the importance of knowing the job and how she/he will be evaluated and that, the company that they are interested in has high standards that they don't hire people easily. Not only that, **selection of suitable candidates for the company** is also one of the advantages of doing an interview. This is because, by interviewing people, the interviewer can know a lot of a person that they're interviewing by asking any questions that are suitable for the interview.

Disadvantages of conducting an interview are that, **time-consuming**. This is because Time constraint is one of the major limitations of the interview process. Preparation for the interview, taking interviews and interpretation of the responses required much time, which makes the interview method time-consuming. Other than that is **disappointed**. The interviewee may be disappointed while she or he faces the interviewer's questions which are not related to the field. That is why a suitable candidate may be neglected (thebusinesscommunication.com).

To conduct the interview for this project, the interviewer must know that who's they're going to interview. They must familiar themselves with the background structure of the interviewee. After that, have a schedule. Creating a schedule helps the interviewer to cover enough time to highlight they key areas they want to address so that only appropriate questions

Data Dictionary:**Process:**

Name	Generate Delivery Order
Description	Send delivery orders
Input Data Flow	Delivery confirmation, order details
Output Data Flow	Delivery order, delivery data, delivery details
Process Description	Retrieve delivery order details, Read data and process it, End, Send delivery details to dispatch.

Data Flow:

Name	Delivery confirmation
Description	Enable the dispatch to take delivery after delivery details are confirmed
Origin / Source	Dispatch
Destination / Sink	Generate delivery order
Data Structure	Delivery Confirmation: customer ID, address, Item description + Quantity + Price.
Data Element	Name: Customer ID Description: Customer ID used to identify customer Element characteristics: • Type: number • Length: 4 • Output format: 1234 Name: Quantity Description: A number of items that are purchased by customer

Data Store:

Name:	Promotion Details
Description:	Stores the promotion data and provided updated promotion details for processes
Input data flow:	Promotion data
Output data flow:	Updated promotion details
Data structure:	Discount item code, item name, quantity, discount price, discount available date

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Page 31 of 45

Order Online

In this page, customers can order the pastries and breads online. The customers can choose which breads or pastries from the menu and click at the picture “+” to order the products. The tab on the right of the page will total up the bills for the payment including the delivery and tax charged.

